



ALL IN
GUTHRIE 2023



ALL IN GUTHRIE

The most trusted partner for healthy, local communities.



INcredible Care

Deliver Exceptional Care and Experience Consistently Across Our System

INspired Caregivers

Be the Best Place to Work and Build a Career

INtensified Growth

Expand to Meet the Evolving Needs of Those We Serve

INnovative Delivery

Implement New Models of Care to Improve Access

INvestment in Our Future

Promote Healthcare Affordability and Operational Efficiency

We're All In for Patients

A Message from Dr. Edmund Sabanegh, CEO

Last year, we launched our new five-year strategic plan: All In – Guthrie 2027, designed to catapult our health system to the forefront of care in our region by focusing on five distinct pillars. It gives me great pleasure to report that we have made significant strides within each pillar over the past year, particularly in moving the needle on safety, quality, and experience. Our reputation for community commitment and delivering exceptional care is becoming more known throughout the region, accelerating us toward our goal of being patients' first choice for care.



Pillar 1: INcredible Care

Delivering the highest quality care will always be Guthrie's core focus, and we have made inspiring accomplishments in this area.

In population health HEDIS measures, we ranked in the top 10% in the U.S. for diabetes management, with more than 90% of our patients maintaining good control of their A1C levels. We also achieved top decile performance for screening mammography, screening more women than ever before, with 70% of diagnoses made at an early, treatable stage. Guthrie also achieved the lowest rate of hospital-acquired infections in our recorded history.

Our high-level care has earned us notable awards and recognition. Our medical group received high patient experience scores in ambulatory care, and Guthrie Corning Hospital achieved a Leapfrog Hospital Safety Grade of "A" in fall '22, the only hospital in 9,000 square miles with a score that high.

Guthrie Robert Packer Hospital and Guthrie Cortland Medical Center were named high-performing hospitals by *U.S. News & World Report* for 2022–2023, and several Guthrie individuals were recognized for clinical care excellence, including Cathy Schanzer, MD, who was named the top Catholic doctor of the year in the U.S. We are exceptionally proud of our caregivers' accomplishments.

Pillar 2: INspired Caregivers

At a time when caregiver engagement scores are declining nationwide, Guthrie received some of our highest. For the first time, in 2023 The Guthrie Clinic was named one of Becker's Healthcare's *150 Top Places to Work in Healthcare* – the only locally based system to earn this distinction in our region. Guthrie also created an innovative recruitment campaign video that earned a Ragan's Employee Communications Award, an honor that celebrates organizations that use groundbreaking communication strategies to champion, support, and fulfill employees' needs.

Without our caregivers, we could not deliver exceptional care to the community. We have championed the concept of caregivers staying with us “from hire to retire,” focusing our efforts on improving benefits, recognition, and training opportunities, empowering them to grow with us and pursue their career dreams.

With the addition of endocrinology and hematology/oncology fellowships, our training programs have grown, and we have amplified support and development programs like career pathing, professional coaching, and employee assistance and well-being programs. We also anticipate that our enhanced diversity, equity, and inclusion efforts will merit national recognition in 2024.

Recognizing that health care is a very competitive market, with staffing concerns prevalent nationwide, we want to ensure we're providing the ideal environment to recruit and retain exceptional talent to serve our communities.

Pillar 3: INTensified Growth

In fiscal year 2023, our enterprise treated more patients than ever before. With the acquisition of Twin Tiers Eye Care in December 2022, we helped preserve, expand, and enhance access to essential eye care in areas we hadn't yet reached. We also added a new dimension to our services with the integration of their lens lab, allowing us to make glasses in-house.

Orthopedic walk-in services launched at Big Flats and Ithaca locations, and we expanded Guthrie Cortland Medical Center's OB/GYN clinic at a time when other local clinics were turning patients away due to high demand. To further improve care access, we made a commitment to providing patients with same-day primary care appointments in their area and same-week specialty care appointments in their region. I'm proud of the fact that, 95% of the time, we were able to uphold our promise on same-day appointments, and 80% of the time for same-week appointments (excluding urgent needs).

Perhaps most notably, we announced our acquisition of Our Lady of Lourdes Memorial Hospital, which will expand our geographical footprint and integrate unique mobile care services. This acquisition will welcome nearly 3,000 skilled caregivers into Guthrie's network and allow us to reach our goal of serving 50% more patients earlier than anticipated – a truly remarkable accomplishment.

Pillar 4: INnovative Delivery

The launch of the Guthrie Pulse Center in May represented a significant advancement in our care delivery. With the addition of the eICU, the TeleSitter® program, virtual nursing, and centralized telemetry, our hospitals are empowered to function as One Guthrie. These innovations ensure that caregivers have virtual access to instant support and skilled care partners at all times. As a health system that covers thousands of miles, we also appreciate that virtual care advancements help to close distance and foster a cohesive enterprise.

Though digital transformation is a powerful tool, Guthrie care will never be all screens. In fact, technological innovations are allowing us to spend more time at the bedside, interacting meaningfully with patients and their families. We know that personal attention to patients cannot be replicated or compromised.

Pillar 5: INvestment in Our Future

In our drive to reduce contract labor, we poured resources into recruiting and retaining talented caregivers with great potential to serve Guthrie communities for years to come. We implemented a team-based nursing model at Guthrie Robert Packer Hospital that empowers all nurses to work to the top of their license and within their scope of practice, then rolled it out to our whole system. We also partnered with a local school to financially support incoming licensed practical nurse (LPN) students and the future hospital workforce. These efforts earned Guthrie Robert Packer Hospital the prestigious Optimal Operations Award from the Hospital + Health System Association of Pennsylvania.

Over the past year, we gave \$121 million back to our communities and patients, our highest amount on record. We supported many causes, from the Sullivan County Health Fair to community education and outreach, but most of those funds went toward charitable contributions and financial assistance for self-pay patients.

We have also invested in digital patient journeys, delivering personalized experiences in several areas, including maternity care, and many exciting investments are on the horizon, including expanding walk-in and primary care in the Tunkhannock region and ambulatory care in Cortland.

Growing Where We're Needed

The upcoming year will be an extraordinarily exciting time at Guthrie, as we continue our remarkable progress, welcome Lourdes teammates, and remain unwavering in our focus on quality, safety, and patient experience.

In 2024, we will continue expanding access to quality care to meet our communities' needs and empower healthy living in our region. I am deeply proud of, inspired by, and grateful for the ways we have shown up for our communities as we continue on our quest to “Imagine Tomorrow, Today.”



Edmund Sabanegh, MD, MBA
President & CEO



The Guthrie Pulse Center: Technology and Teamwork Translate to Exceptional Care

Implementing new models of care to improve access is a key focus of the All In – Guthrie 2027 strategic plan, and innovative approaches to delivering that care are essential to reaching everyone in the regions Guthrie serves. The Guthrie Pulse Center is the perfect example of such an approach – a first-of-its-kind virtual care center in the region that incorporates advanced technology and a virtual care team to support nurses, physicians, and other providers caring for patients at the bedside throughout the health system.

“Prior to the opening of the Pulse Center, if patients needed a higher level of care – especially intensive care – they would need to travel to Robert Packer Hospital, which resulted in delays of care, long hospital stays, or even patients seeking care outside our system,” says Terri Coutts, RN-BC MHA, SVP, and Chief Digital Officer at The Guthrie Clinic. “We wanted to figure out how to serve patients where they are, so we started thinking about their needs and what we could centralize.”

Guthrie started with TeleSitter®, attendants who monitor their assigned patients 24/7 from the Pulse Center, located within the Guthrie Big Flats Specialties and Rehabilitation Services building in Horseheads, New York. TeleSitter attendants pay attention to patients’ movements and behavior and can alert bedside staff to any changes in a patient’s condition, call for help, and talk to patients directly. This provides an extra level of safety, helping to prevent falls and other complications.

“With the AI-integrated platform we purchased for the Pulse Center, one TeleSitter attendant can monitor up to 16 patients, so if we have two on staff at any given time, they can monitor up to 32 patients, no matter where they are,” Coutts says. “We kept building from there, based on what we were trying to achieve and where we had capabilities, adding virtual nursing, telemetry, a virtual transfer center, and more, allowing synergies that maximize our resources and staff.”

Augmenting Care with a Centralized Team and Advanced Technology

To monitor patients and support bedside caregivers across Guthrie’s massive footprint, the Pulse Center connects to in-room computers, high-quality video cameras, and audio monitors across the system that transmit data – including vital signs, test results, and imaging exams – from patients’ bedsides.



“Numerous family members have said they now feel like they can go home and rest because they know their loved one is being monitored.”

Terri Coutts, RN-BC MHA, SVP, Chief Digital Officer

High-definition televisions and video cameras allow Pulse Center staff to communicate with caregivers, patients, and their families.

Intensivists, also known as critical care physicians, specialize in unstable and seriously ill patients with unpredictable medical prognoses. Intensivists collaborate with bedside care teams to deliver specialist expertise and ensure that patients receive timely, appropriate care.

Nurses in the Pulse Center’s virtual intensive care unit support ICU teams across the Guthrie system, using two-way audiovisual communication combined with software that tracks patients’ clinical data.

“The Pulse Center is a great way to decentralize knowledge among hospitals. We’ve had RNs in the more remote hospitals ask for guidance from the virtual ICU RNs and physicians,” says Karla Godat, a virtual ICU RN at the Pulse Center.



“Meanwhile the communication technicians, physicians, and supervisors here decide which hospital unit will meet the patient’s current and future medical/surgical needs. Then the team arranges the appropriate mode of transportation to the receiving hospital.”

During this whole process, Godat says the virtual providers help the bedside nurses and physicians by monitoring and filing vital signs in the chart, cosigning medications, writing notes, documenting, evaluating the patient, and providing recommendations and education on medications, treatment plans, and tests.

Virtual med-surg nurses assist with nurse support and mentoring, medication administration support and second sign-off for high-risk medications, patient and family education, sepsis monitoring, and documentation – giving bedside nurses more time to devote to patient care at their site.

The Guthrie Transfer Center, located within the Pulse Center, employs a team that monitors capacity at each Guthrie hospital and tracks patients needing to be transferred within or outside the Guthrie system.

“This is a completely different way of doing things, and it’s transforming care for our communities. The Pulse Center offers

additional sets of eyes on patients and multiple layers to better protect patients and intervene more quickly,” says Kristin Hall, BSN, RN, Director of the Guthrie Pulse Center. “All departments work together, so with centralized telemetry, for example, if you have a patient with a cardiac rhythm concern, you can escalate it to virtual med-surg nurses to get new vitals and then virtual ICU nurses to determine what that patient needs right away. When we had an Emergency Department patient in Corning who was coding, our virtual nurses could chart for them, allowing bedside nurses to focus on the patient.”

Positive Impacts and a Focus on the Future

Hall says she believes many more departments will eventually join the Pulse Center. Guthrie is already exploring ways the center could help in the home health arena, as well as with coordinated care, that could help patients with diagnoses like heart failure manage their condition at home.

The Pulse Center has received national recognition, being named the 2023 Health Technology Excellence Award winner by ECRI, the nation’s largest independent patient safety organization. Within the system, Hall says that, after proven successes, care teams across Guthrie’s footprint have been reaching out for more support.

“It also means so much to patients and their families to be able to stay close to home for care and bring the virtual specialists and tests to them,” Hall says. “At the Pulse Center, we utilize technology to make care better for patients. The AI built into the virtual ICU nursing program, for example,

can scan the screen, see that a light is on that indicates a patient’s blood oxygen is dipping, and immediately draw attention to it, allowing the virtual nurse to promptly alert the bedside team. AI and other technology filter and triage these data points so nothing is missed.”

The Pulse Center brings the highest levels of care closer to home for patients and ensures that care is timely – which frequently impacts patients’ outcomes and the length of their hospital stays. Caregivers also know they have somewhere to turn if they need extra support – or extra eyes on a patient.

“Numerous family members have said they now feel like they can go home and rest because they know their loved one is being monitored,” Coutts says. “Nurses want to stay at their sites because they feel like they can provide a higher level of care with this extra support, and the same is true for hospitalists supported by our virtual intensivists.”

The only obstacle to growth for the Pulse Center right now, Hall and Coutts say, is its physical space.

“We have outgrown our space already, so we are looking for additional funding and support, as we want to expand our capabilities in respiratory services, pharmaceutical management, and other areas of opportunity,” Coutts says. ■



Cultivating Excellence in Primary Care, Prevention, and Caregiver Communication

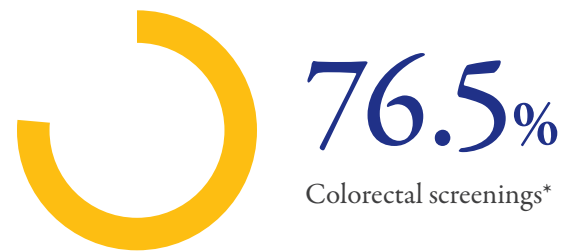
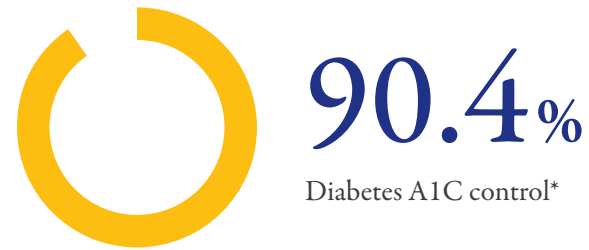
Guthrie continues to make progress on improving safety, quality, experience, and access for patients, advancing toward our mission of being every patient’s first choice for care in the region.

That progress starts with a focus on the basics – ensuring patients are getting the preventive and primary care they require to avoid or manage chronic conditions that can have major impacts on their quality of life and long-term health.

“Primary care isn’t glamorous, but by focusing on measures like blood pressure and blood sugar control and important cancer screenings, we can improve the health of a population as a whole,” says David A. Pfisterer, MD, System Chair for Primary Care at Guthrie.

Among many of those measures and screenings, Guthrie ranks among the best in the nation – an amazing achievement, Dr. Pfisterer says.

As of June 2023, Guthrie’s diabetes A1C control measure was at 90.4% and mammogram screenings throughout the system were at 88.4% – both placing Guthrie in the top decile of health systems across the nation. Guthrie’s colorectal screening measure was at 76.5%, putting the system in the top 20th percentile in the United States. All patients are screened for hypertension at every visit and are screened for diabetes once per year.



*As of June 2023

“Our patients deserve the highest level of preventive care that we can provide, which also decreases the cost of care in the long run,” Dr. Pfisterer says. “In addition to diabetes, hypertension, and cancer screenings, we also screen for depression among all patients older than age 12, for postpartum depression in new mothers, and for autism and lead levels among our pediatric patients. We ensure our pediatric patients are up to date on immunizations, and we promote pneumococcal pneumonia vaccination for patients 65 and older and those at higher risk of severe illness.”

Over the last year, he says, Guthrie has also taken a more comprehensive team approach to help patients manage complex chronic conditions.

Improving Every Interaction

Clear, honest, and compassionate communication is also essential for high-quality care and improved patient and family experiences.

When Koryn Johnston, DO, stepped into her role as Chief Patient Experience Officer at Guthrie, she was asked to look for a framework that would help everyone at Guthrie better communicate, interact, and create meaningful moments with patients, other caregivers, and the community.

Guthrie’s version of icare, which stands for “introduce, connect, ask, respond, excellence,” is designed to nurture a consistent culture of caring, demonstrate to the community that Guthrie values each member’s trust, elevate employee satisfaction, reduce employee turnover, increase patient safety, and promote a culture of continued excellence and innovation.

“We’ve trained the entire organization – all 7,000-plus caregivers – in icare,” Dr. Johnston says. “That training is based on human-centered communication, which will improve relationships and care quality and enhance both the patient and caregiver experience. Good communication is a huge component of both employee and patient retention, so it’s important that we’re all involved.”

Dr. Johnston says the rollout of icare has been very positive. The Patient Experience Department initiated a train-the-trainer program that created patient experience champions who led sessions throughout the system. Caregivers from various departments were included in each training session to ensure different perspectives were considered. Interactive learning techniques incorporated real patient comments and situations, and patient experience champions guided conversations that helped participants figure out what situations they could manage on their own versus when they might need to collaborate toward solutions.

“There are so many places we can go from here – especially as we try to incorporate more human-centric communication in virtual medicine; work toward goals in diversity, equity, and inclusion; and expand with the Lourdes acquisition, which will add almost 3,000 more caregivers,” she says. “And we’ll continue to audit across the organization to monitor our progress and continue to cultivate this culture of communication.” ■



Elevating Trauma Care in Our Communities and Beyond

Guthrie is committed to delivering incredible care in our communities, and that includes ensuring people have access to exceptional treatment for complex traumatic injuries. In July 2023, Guthrie Robert Packer Hospital was approved by the Pennsylvania Trauma Systems Foundation Board of Directors for accreditation as a Level I Trauma Center, the only one in The Guthrie Clinic’s 12-county service area.

“Level I facilities offer more specialized orthopedic, plastics, and neurosurgical care, and we already had all of those in place at RPH prior to the start of our journey,” says Lisa LaRock, Trauma Center Manager at The Guthrie Clinic/ Robert Packer Hospital.

The other main differentiators for a Level I center include a general surgery residency – which Guthrie Robert Packer Hospital has offered for more than 65 years – and trauma research publications.

“Our research program is key to our educational mission at The Guthrie Clinic,” LaRock says. “We collaborate with all trauma-related residencies and fellowships to optimize care with a rural area focus. These publications can help improve care at rural centers throughout the nation.”

Getting to Level I was an entire-facility effort, led by LaRock; Anne Rizzo, MD, System Surgical Chair and President of Surgical Services; Steven Casos, MD, FACS, Trauma Center Medical Director; Robert Behm, MD, FACS, a trauma surgeon; and Burt Cagir, MD, FACS, Executive Director of the Donald Guthrie Foundation, who helped the team create a sustainable pipeline of research for years to come.

Setting Standards for Rural Trauma Care

LaRock says that Guthrie Robert Packer Hospital has seen an increase in severely injured patients since its accreditation, including an increase in those requiring emergent operative care and intensive care unit admission. Trauma centers must meet specific standards to maintain accreditation, and Guthrie Robert Packer Hospital uses a robust performance improvement method to constantly monitor care and make improvements quickly and effectively.



ALL IN Guthrie 2023



“One of our greatest topics of research over the past two years has been offering our patients 1:1:1 blood component [red blood cells, frozen plasma and platelets] resuscitation.”

Lisa LaRock, Trauma Center Manager,
The Guthrie Clinic/Robert Packer Hospital

“Creating a rural trauma system with Guthrie Troy Community Hospital and Guthrie Corning Hospital has positioned us to experience, research, and publish best practices in clinical care in a rural trauma system,” LaRock says.

Research efforts at Guthrie have yielded more than 20 trauma-related publications in peer-reviewed journals.

“One of our greatest topics of research over the past two years has been offering our patients 1:1:1 blood component [red blood cells, frozen plasma and platelets] resuscitation,” LaRock says. “This has been studied as a best practice to optimize patient survival by the military during recent conflict injuries. We also began offering whole blood, which is shown to have the greatest impact because it possesses all of the blood components and is essentially 1:1:1 therapy in one bag.”

“We needed to be fiscally responsible stewards of this resource to avoid any preventable wastage or increased cost. The work at Guthrie has yielded numerous publications on ways to offer this yet minimize wastage and cost in a rural setting,” LaRock says.

Publishing innovative and effective research on trauma care in a rural setting also helps Guthrie’s efforts to attract talented caregivers, as well as medical students eager to learn from our educators. Six of the center’s eight acute care/trauma surgeons were trained at Guthrie Robert Packer Hospital, completed acute care surgery fellowships across the nation, and returned to Guthrie for their careers.

A Trauma System with a Shared Mission

Further elevating Guthrie’s trauma program, Guthrie Corning Hospital has been designated a Provisional Level III Adult Trauma Center by the New York State Department of Health. New York State also requires verification by the American College of Surgeons, so Guthrie is now working to achieve this verification.

Guthrie Troy Community Hospital is a Level IV Trauma Center accredited by the Pennsylvania Trauma Systems Foundation.

“Each piece of the system plays an important role in the survival of injured patients,” LaRock says. “Troy Community Hospital is the forward-facing facility that offers immediate lifesaving care and timely and efficient transfer to definitive care. Guthrie Corning Hospital offers the same, but they also have on-call surgeons, orthopedic specialists, and additional services to keep patients closer to home when possible. We are one team with one mission – to optimize the care of injured patients. We strive to get every patient to the right place with the right team at the right time.” ■



Growing to Meet Regional Needs

At Guthrie, our mission is to deliver high-quality health care to as many residents of our region as possible, a focus that’s reflected in the All In – Guthrie 2027 strategic plan. To that end, we are continuously seeking opportunities to grow our health system, empowering us to better meet patients’ needs – wherever they are.

Within the past year, Guthrie announced **two major growth events** that champion these goals and align with our legacy of providing integrated, high-quality care. ▶



“They have exceptional optometrists and surgeons who have earned deep trust with patients.”

Jedediah McClintic, MD,
Section Chief, Department
of Ophthalmology

Integration with a Shared Vision

In December 2022, Twin Tiers Eye Care joined Guthrie, a strategic move that provided tangible benefits for both organizations. Jedediah McClintic, MD, Section Chief, Department of Ophthalmology at Guthrie, was an architect of the integration, having made connections with Twin Tiers through mutual patients. When Twin Tiers began looking for a partner, that connection, in addition to Guthrie’s reputation for delivering quality care, led them to turn to Dr. McClintic and Guthrie.

“They have exceptional optometrists and surgeons who have earned deep trust with patients because they deliver high-quality care and always have, and they had locations in areas we hadn’t yet reached,” Dr. McClintic says. “So there was synergy in location and practice complexion. It was a natural fit.”

In areas like Watkins Glen, where Twin Tiers was the sole provider of certain services, the acquisition preserved patients’ access to local, quality eye care where gaps would have otherwise

emerged. The merger also brings advanced services and subspecialties to communities that previously had limited, if any, access to them. Through significant investments in infrastructure – such as technology, equipment, and facilities – Guthrie has empowered caregivers in former Twin Tiers Eye Care locations to deliver more streamlined, efficient care, too.

Beyond broadening Guthrie’s geographical footprint, the integration of Twin Tiers Eye Care has added a new dimension of service to the department: an in-house lens lab that’s saving Guthrie and patients time and money while creating jobs and opportunity in the community.

Though the transition period had some “growing pains,” the integration was overall very smooth, with minimal disruption to patients. Dr. McClintic says, “I have such deep admiration for all the folks from Twin Tiers Eye Care and for our own people. This was such a team effort, and it’s been inspiring to watch how people have rallied together with resilience, creativity, and a focus on community to bring this to fruition.”

On behalf of the entire eye care department, Dr. McClintic would also like to extend sincere gratitude to the community.

“We are all appreciative of the patients who have walked this path with us,” he says. “The warm welcome they’ve shown us is not to be understated.”

New Acquisition to Preserve and Elevate Regional Care

Under an agreement with Ascension Health, Guthrie is acquiring Our Lady of Lourdes Memorial Hospital (Lourdes Hospital) in Binghamton and its regional sites of care, marking a significant expansion in our health care services. This acquisition will allow us to reach our five-year goal of serving 50% more patients earlier than anticipated and will welcome almost 3,000 skilled health care professionals into Guthrie’s network.

The agreement integrates the Lourdes Hospital campus and its facilities – including emergency care, a surgery center, and a cancer center – into Guthrie. Lourdes Hospital’s unique mobile medical, dental, and screening services will also be continued through Guthrie, reflecting both organizations’ patient-centric values and commitment to enhancing rural care access.

Expected to be complete by early 2024, the acquisition will preserve and elevate access to safe, quality care for patients in the Binghamton area. ■

50% more patients

Guthrie’s acquisition of Our Lady of Lourdes Memorial Hospital will allow us to reach our five-year goal of serving 50% more patients.



“I look forward to having discussions with my primary care patients about getting a Lyme vaccine that will prevent these serious complications.”

Victor Kolade, MD

Investing in Our Future Through Innovative Research

Lyme disease – a tick-borne illness that can cause serious long-term symptoms affecting the joints, heart, and nervous system if left untreated – is endemic in the regions Guthrie serves. When the health system was approached by Pfizer about participating in an international study evaluating whether an investigational vaccine would be effective in preventing Lyme disease in exposed populations, Guthrie’s caregiver-researchers knew the results of such a clinical trial could be very impactful for their communities.

“The research team asked if I’d be willing to be principal investigator (PI), and I thought that this would be a great opportunity for my trainees to participate in research, and I realized the potential magnitude of its findings,” says Victor Kolade, MD, an internal medicine physician; member of the Guthrie Internal Medicine Residency core faculty; Clinical Professor of Medicine and Regional Clerkship Director for Internal Medicine, Geisinger Commonwealth School of Medicine; and Adjunct Clinical Professor in Internal Medicine, Lake Erie College of Osteopathic Medicine. “To be able to say to my patients that this is something we’re involved in that may produce a vaccine by 2026, to potentially bring something to fruition that would have widespread significance, was very inspiring.”

Guthrie began enrolling clinical trial participants ages 5 and older in September 2022. As PI, Dr. Kolade helps enroll patients, meets with clinical coordinators and the research team weekly, reviews emails from the study sponsors and other corporate entities, reviews documentation by research staff, and assists with patient visits, as needed.

Approximately 420 participants, split into two cohorts, have enrolled in the Lyme study at Guthrie so far. Researchers have sought enrollees who spend a fair amount of their work or recreational time outdoors, which puts them at a higher risk of tick exposure.

This study compares the investigational vaccine against a placebo to assess its safety and effectiveness against Lyme disease. Trial enrollees receive four injections and attend at least seven in-person study visits, including four or five visits with blood draws, over the course of 30 months. People who have been bitten by a tick in the previous two weeks, diagnosed with

Lyme disease in the last three months, or ever suffered the more severe effects of the illness – such as Lyme arthritis, carditis, or neurological complications – are ineligible.

Guthrie has been a high-enrollment site for the study, and Dr. Kolade is hopeful that the study will produce a viable vaccine that is approved by the FDA and covered by all health insurance providers.

“I look forward to having discussions with my primary care patients about getting a Lyme vaccine that will prevent these serious complications,” he says.

Recognizing Standout Studies

The Lyme disease vaccine study is just one example of Guthrie’s commitment to supporting research to develop new treatments and techniques that will improve patient health outcomes and help them attain optimal lifelong health and well-being.

During Guthrie’s annual Research Day, hosted by the Donald Guthrie Foundation and Graduate Medical Education, the health system recognizes exceptional researchers and celebrates all the innovative work being done across the system and educational partner institutions.

Guthrie’s sixth annual Research Day, held on April 28, 2023, featured research, quality improvement projects, and case reports from Guthrie fellows and residents and medical students from Geisinger Commonwealth School of Medicine (GCSOM) and Lake Erie College of Osteopathic Medicine (LECOM). The event included 10 oral presentations and 78 posters.



“The main goal of Research Day is to showcase the work of the fellows, residents, and students. However, the event also allows the authors the opportunity to practice presenting their research findings to an audience from various backgrounds,” says Vicky Hickey, Manager of Research and Education at The Guthrie Clinic. “The event provides a great opportunity for networking across fellowship and residency programs and medical specialties, promoting research collaboration among interprofessional teams.”

Research Day is open to all Guthrie employees. Oral and poster presentations are evaluated by a panel of Guthrie providers as judges.

Many of the presentations at Research Day are also presented at national conferences, and presenters often incorporate feedback from the judges and their peers to make their content more competitive for acceptance to a national conference and for publication. The Donald Guthrie Foundation often provides additional funding to fellows and residents for travel to national conferences.

The Research Day event prompts discussions of new ideas for research, helping to expand quality improvement initiatives across the organization that will translate to improved patient care.

Forging a Powerful Partnership for Publication

In April 2023, the University of Toronto Press (UTP) and the Donald Guthrie Foundation announced a new partnership for the publication of *The Guthrie Journal*.

This partnership gives the Foundation access to UTP’s expertise and support as it develops the journal into a high-quality, open-access, peer-reviewed publication. The partnership with UTP also expands the journal’s reach by positioning it as part of UTP’s portfolio of medical journals.

“It is the journal’s mission – and editorial responsibility – to publish high-quality research with real-world impact, ultimately improving patient outcomes and community health,” says Mikki Smith, MLS, PhD, Managing Editor of *The Guthrie Journal*. “This partnership with UTP places *The Guthrie Journal* on an international platform. At Guthrie, the journal places research at the heart of the whole enterprise, in keeping with Guthrie’s mission to provide care ‘within an environment of compassion, learning, and discovery.’”

In addition, Smith says, when Editor-in-Chief Burt Cagir, MD, relaunched *The Guthrie Journal* in 2021, he dreamed of making past issues – from 1931 to 2003 – available online. The journal had served not only as a public record of clinical practice and progress at Guthrie for most of the 20th century but also as evidence of Guthrie’s commitment to excellence in medical education, research, and patient-centered care. Because of this partnership with UTP and a generous donation of print volumes from the Mayo Foundation for Medical Education and Research, courtesy of the Mayo Clinic Plummer Library, volumes 1 through 72 of the journal are now freely available



Mikki Smith, MLS, PhD, Managing Editor of *The Guthrie Journal*, commemorates the partnership with University of Toronto Press.

online on the journal’s website, making this aspect of Guthrie’s history available to the world.

“While we want to highlight and honor the legacy of *The Guthrie Journal*, the current journal is different from its predecessors in two major ways,” Smith says. “First, while the journal previously focused on submissions from within Guthrie, the current journal welcomes submissions from researchers from other institutions and organizations. Our editorial board, as well, is made up of people from multiple institutions. Second, submissions to *The Guthrie Journal* now undergo a rigorous double-blind peer review process, with reviewers from both inside and outside Guthrie.”

One thing that has not changed is that the journal – which was started in 1931 at the suggestion of a resident who argued residents needed a place to publish – retains a commitment to considering the work of medical students and residents alongside submissions from more established researchers. The journal hopes to provide those early in their research careers with constructive peer review experiences, helping to shape the next generation of medical researchers and educators. ■



Nurturing the Future of Health Care: 2023 Fellowships & Residencies

Guthrie’s commitment to keeping pace with medical and technological advancements, the evolving needs of our communities, and continued recruitment challenges nationwide means we are constantly growing and innovating. One area where this growth has manifested is in our medical training opportunities. In 2023, Guthrie’s fellowship and residency programs achieved exciting milestones that further our mission to better serve our communities and caregivers.

From left to right:
Emergency Residency Graduates
General Surgery Residency Graduates
Internal Medicine Residency Graduates
Gastroenterology Fellowship Graduates
Pulmonary Disease & Critical Care Medicine Fellowship Graduates
Pharmacy Residency Graduates



The Internal Medicine Residency had the largest graduating class, with 12 graduates. Other residency and fellowship graduations included:



Inaugural Graduates and Continued Excellence

From Cardiovascular Fellowships to the Nurse Residency Program, Guthrie’s learning experiences have long been a draw for some of the top new talent in the region. Within the past year, two new educational programs celebrated their inaugural graduating classes: the Anesthesiology Residency, with three graduates, and the Pulmonary Disease and Critical Care Medicine Fellowship, with two graduates – introducing much-needed specialized caregivers to the area.

The continuing accreditation of all Guthrie residency and fellowship programs was another celebratory milestone and a testament to the health system’s exacting standards and commitment to educational excellence.

The significance of these accomplishments extends beyond individual achievements. They represent Guthrie’s success in fostering an environment where young medical professionals thrive, contributing significantly to the medical field while

receiving exemplary medical education and training opportunities. Offerings like these help us recruit and retain skilled caregivers to care for our communities, ensuring we provide the highest quality care possible.

Forging New Futures and Fellowships

Looking forward, Guthrie will continue to invest in the future of our caregivers, health system, and communities by seeking additional opportunities to grow and elevate our medical training.

In the upcoming fiscal year, two new fellowship programs – the Endocrinology, Diabetes, and Metabolism Fellowship and the Hematology and Medical Oncology Fellowship – will demonstrate the health system’s dedication to preparing a new generation of specialists to tackle the pressures and complexities of modern health care. ■



Leaders at Guthrie Cortland Medical Center roll out the treat trolley, one of many regular gestures throughout the system boosting the caregiver experience.

Valuing Caregivers at All Levels

All In – Guthrie 2027 is designed to further establish and grow the health system as the region’s most trusted health care partner. A key component of that strategy is fostering and retaining exceptional caregivers. Through personalized and accessible career development opportunities, holistic caregiver support programs, and an emphasis on collaboration and recognition, Guthrie is nurturing the whole health of its caregivers and empowering them to reach their fullest potential within the health system.



Creating Professional Roadmaps

Cori Belles, Senior Vice President and Enterprise Chief Caregiver Officer at Guthrie, has championed initiatives to enhance the caregiver experience, such as personalized career development plans that outline steps toward achieving caregivers’ professional dreams.

Belles says, “We’re a large institution that provides caregivers with the ability to grow throughout our organization. They may aspire to upskill in their current role or even work toward a new or unique role that’s available only outside their current department. We empower them to make that transition.”

In an approach called career pathing, Guthrie essentially creates a roadmap for how caregivers can achieve their individual career goals, outlining linked roles and preparation steps. This clear framework allows caregivers to fully understand and pursue their career options, including necessary education, skills, and attributes.

Guthrie offers robust resources to support career realization, including professional coaching and on-the-job training, and partners with local institutions to make external resources more accessible, such as covered tuition at partnering licensed practical nurse schools.

With an emphasis on career accessibility, Guthrie has also focused on welcoming entry-level professionals and sponsoring individuals with significant potential to ensure their success – progress that Belles is especially proud of.

“Caregivers can have it all here,” Belles says. “Where their journey with Guthrie takes them depends solely on their own ambitions.”

Support That Nourishes, Inspires, and Motivates

When it comes to culture, Belles stresses that Guthrie wants to “provide the best care always, including for our caregivers.”

With robust employee assistance resources, Guthrie provides caregivers and their families with support for their financial, physical, and mental well-being, ranging from financial assistance to concierge services and training outside their usual career paths.

“We aim to meet caregivers where they are, providing access to these services in a way that addresses their needs,” Belles says. New programs like Thrive – which is focused on combatting burnout and addressing a caregiver’s unique needs beyond their role – will supplement existing initiatives and enhance overall wellness.

We aim to meet caregivers where they are, providing access to these services in a way that addresses their needs.

Cori Belles, SVP, Enterprise Chief Caregiver Officer

Another part of a healthy professional environment is a culture where each person feels valued, appreciated, challenged, and inspired. Guthrie and its caregivers have earned significant recognition and awards nationwide, and care teams are motivated by working with esteemed colleagues in a modern, leading-edge environment that puts patients first.

“To me, it’s an affirmation of our value of excellence,” Belles says. “We can be humble at times, in terms of care and innovation, but make no mistake – big medicine and big impacts are happening here in our communities, thanks to our caregivers.”

Belles notes that peer-to-peer awards, like the Guthrie Going the Extra Mile (GEM) award, are just as meaningful as external recognitions. An upcoming program at Guthrie will bring patients into the fold, allowing them to recognize exceptional caregivers.

“The patients are the ‘why’ of what we do,” Belles says. “Giving them a voice to share their stories and celebrate our caregivers is so important.”

Values Centered on Valuing Each Other

At Guthrie, every employee – whether they’re in the surgical suite or the finance department – is a caregiver, an inclusive perspective that underscores Guthrie’s commitment to caring for our caregivers.

“Delivering exceptional care is dependent on the right talent being where they’re needed when they’re needed,” Belles says. “Everyone is a meaningful component of a broader picture, with an important role to play in the delivery of care, and we couldn’t do it without one another.”

This mindset is embedded in the All In – Guthrie 2027 strategy and Guthrie’s overarching philosophy on its caregivers: celebrating individual strengths and skill sets while understanding that the system can only provide the very best care together – not alone.

Guthrie is laser-focused on continually adapting to ensure the caregiver experience remains exemplary, so the best talent continues to choose Guthrie every day.

To Guthrie caregivers, Belles has this message: “Thank you for the care, passion, and dedication you bring to the table each day. Every one of you is making a meaningful difference in our communities and health system.” ■



Delivering exceptional care is dependent on the right talent being where they’re needed when they’re needed.

Cori Belles, SVP, Enterprise Chief Caregiver Officer



The patients are the ‘why’ of what we do.

Cori Belles, SVP, Enterprise Chief Caregiver Officer



Prestigious Recognitions Earned for Exemplary Experiences

Guthrie’s recent industry awards mark significant milestones in the health system’s journey toward becoming a trusted leader in rural health care. As Guthrie garners attention beyond its regional boundaries, these accolades highlight our commitment to high-quality sustainable growth, innovation in virtual care, and excellence in care delivery and caregiver experiences.



Consecutive Five-Star Distinctions for Cortland and Corning

In 2022, the labor and delivery units at Guthrie Cortland Medical Center and Guthrie Corning Hospital each received 5-star ratings from Healthgrades in cesarean section deliveries – Guthrie Corning Hospital’s third time earning this designation. Guthrie Cortland Medical Center also received a 5-star rating for vaginal deliveries – its eighth time receiving this score. These are outstanding achievements that reflect the hospitals’ dedication to delivering compassionate care and high-quality clinical outcomes.

Healthgrades analyzes patient outcome data provided by the Centers for Medicare and Medicaid Services and all-payer data from participating states. By assessing hospital quality based solely on clinical outcomes, Healthgrades ratings help consumers make informed, confident decisions about their care.

To achieve a 5-star rating, a hospital must reliably outperform data-backed benchmarks for clinical patient outcomes. Receiving this distinction for multiple years in a row is an honor that will help reassure expectant parents in our communities and simplify patient decisions when they need care.

Premier Recognition for Career and Community Impacts

For the first time, The Guthrie Clinic was distinguished as one of Becker’s Healthcare’s *150 Top Places to Work in Healthcare* in 2023. This prestigious recognition highlights Guthrie’s significant impact on both employee and community wellness. Out of the 96 health systems recognized nationwide, Guthrie stands out as the only locally based system to earn the honor in the region.

Becker’s Healthcare, a leading source of health care industry business analysis, selects organizations for this recognition based on their commitment to employee development, wellness, diversity, and engagement. This accolade underscores the tireless dedication and work of Guthrie’s caregivers and reinforces the health system’s status as an employer of choice for professionals seeking a rewarding career.





INcredible Care



High-Performance Ranking for Two Guthrie Hospitals

Guthrie Robert Packer Hospital and Guthrie Cortland Medical Center have been deemed high-performing hospitals by *U.S. News & World Report* for 2022–2023. Guthrie Robert Packer Hospital earned a high-performing rank for the treatment of COPD, heart failure, stroke, kidney disease, and hip replacement, while Guthrie Cortland Medical Center was named a high performer for the treatment of pneumonia.

These rankings are based on a comprehensive evaluation of nearly 5,000 hospitals, based on factors like patient outcomes, procedure volumes, and staffing. Achieving a high-performing rating signifies performance substantially above the national average, especially in caring for the most medically complex patients.



An Employer That Sets Itself Apart

Guthrie has also been recognized as a winner in Ragan’s Employee Communications Awards, a respected honor that celebrates organizations that champion, support, and fulfill their employees through groundbreaking communication strategies. Among a competitive pool of entries, Guthrie’s “Your Career in Full Color” campaign triumphed in the recruitment video category.

The campaign and award acknowledge Guthrie’s steadfast commitment to attracting and retaining the best caregivers to deliver exceptional care to patients and communities, an essential component of the health system’s focus on elevating and growing its services. The video showcases the unique opportunities and vibrant work environment at Guthrie, with the award underpinning Guthrie’s innovative approach to fostering caregiver connections.



INspired Caregivers

Inspired Caregivers Make an Impact

Guthrie’s caregivers show their commitment to their patients and communities through the incredible care they provide, the inspiring examples they set, and the compassion they show both inside and outside the walls of our clinics and hospitals. Here are three stories of Guthrie’s inspired caregivers encouraging healthy behaviors, spreading awareness, and sharing their healing gifts.

Practicing What He Preaches

Cardiologist Venu Thirumurti, MD, emphasizes the link between regular exercise and heart health to every one of his patients. Aware that actions speak louder than words, he decided to show his personal commitment to the cause.

Dr. Thirumurti rides his bike about 12.5 miles each way to and from work at Guthrie Corning Hospital from late March to the end of September.

In August 2022, he took part in the two-day Ride from Seattle to Vancouver and Party (RSVP), which, due to ongoing COVID restrictions, saw several hundred riders biking to the Canadian border and then back to Seattle the next day, covering about 102 miles each day.

Dr. Thirumurti has always enjoyed biking, but he decided to take on this

significant challenge as a way to see family and friends in the region, commemorate his 60th birthday, and set an example for his patients about the importance of exercise. While he was training for the ride, he would even bike to and from work when he was on weekend call at Guthrie Robert Packer Hospital in Sayre, a 43-mile trip each way.

Dr. Thirumurti is not suggesting that his patients go to this extreme but feels riding a bike is a great way to meet the American Heart Association’s recommendation of 45 to 50 minutes of exercise each day, four days a week, for middle-aged men and women.

With the proper setup, people can even ride stationary bikes indoors when the weather turns bad. That’s how Dr. Thirumurti keeps riding during the rough weather months. He tells patients they

can even watch TV and pedal away and that riding a bike can be less stressful than walking for individuals with joint pain.

“If exercise was a medicine and we had to bottle it, nobody could afford it because it’s that good for you,” Dr. Thirumurti says. “Our bodies are designed to move. That’s why we walk upright and have leg muscles. Our heart muscles are designed in such a way that conditioning and training it like the rest of your body actually helps you long term. Repeated exercise only makes your heart better.”





Inspired Caregivers



Kicking Off American Heart Month on the Right Foot

Cardiologist Saurabh Sharma, MD, FACC, FASE, FACP, is putting his best foot forward when it comes to promoting heart health – winning the inaugural Bradford County Dancing with the Stars Gala with his dance partner, Alice Fedorka-Bennett, in January 2023.

“Engaging in Dancing with the Stars has injected a dynamic and uplifting chapter into my professional journey,” Dr. Sharma says. “This experience has underscored the importance of embracing diverse experiences and passions in life. Furthermore, it has

shattered stereotypes, showing that individuals in the health care field are not only dedicated professionals but also possess multifaceted, passionate, and engaging lives outside their chosen profession.”

While the gala was a fundraiser for the Bradford County Regional Arts Council, it was also a way for Dr. Sharma to show his patients and the broader community that there are plenty of fun ways to improve their heart health – just before the start of American Heart Month.

“Dancing is not just a form of artistic expression; it is also an exceptional avenue for maintaining physical

well-being,” he says. “I aspire to kindle inspiration among my patients, encouraging them to integrate dance or other enjoyable physical activities into their routines for enhanced health.”

Additionally, Dr. Sharma says he aims to motivate individuals in high-stress professions to explore creative outlets as a means of relaxation.

“The message is clear: It is feasible to strike a balance between the demands of a challenging profession, personal interests, and a steadfast commitment to a healthy, active lifestyle.”

Showing Courage and Compassion in a Combat Zone

During FY 2023, John Frodel, MD, FACS, a facial plastic surgeon and otolaryngologist at Guthrie, traveled to Ukraine three times with Face to Face, the humanitarian branch of the American Academy of Facial Plastic and Reconstructive Surgery, to perform surgeries for patients who have sustained war-related facial injuries and deformities. Attending surgeons were supported by the non-profit Razom for Ukraine.

The team conducted approximately 35 complex procedures on each weeklong trip, caring for patients for 12 to 15 hours each day in Ivano-Frankivsk and Lviv despite threats to their own safety, as air alerts were common during their time there.

“Now, having been on multiple surgical missions to Ukraine, I can say that it has been an unbelievably invigorating experience,” Dr. Frodel says. “It is very rewarding, toward the end of my career, to find a new purpose in helping people in need. And certainly, Ukrainians require a lot of attention now in many different respects. I hope they have found our contribution, although small in the grand scheme of the many thousands of facial injuries suffered, to be beneficial. I look forward to returning.”



It is very rewarding, toward the end of my career, to find a new purpose in helping people in need. And certainly, Ukrainians require a lot of attention now in many different respects.

John Frodel, MD, FACS, Facial Plastic Surgeon and Otolaryngologist

Additional trips are planned for FY 2024. To learn more or to support the mission of Razom for Ukraine, please visit RazomForUkraine.org/Razom-Face-to-Face.



Uplifting Community Health: Grant Support for Vital Programs

Guided by concerns identified in the Community Health Needs Assessment – an analysis that non-profit hospitals are required to complete every three years – Guthrie’s Community Benefit Grant Program supports projects that directly improve community health. In 2023, we were able to support four causes that make a significant difference in our communities.



First look at the mobile food pantry van that was purchased in part with a Guthrie Community Benefit Grant.

CHOP

A \$20,000 grant was presented to Child Hunger Outreach Partners (CHOP) to help bring the non-profit’s vision of a mobile food pantry to life. The mobile pantry will serve Bradford and Sullivan counties, which experience a disproportionately high rate of food insecurity, and enable CHOP to deliver nutritious food to families in need more often, supporting better mental and physical health for our communities.

Guthrie’s Community Benefit Grant Program reflects our unyielding focus on elevating the total health of the areas we serve. We are extraordinarily proud to support local non-profits doing so much good for our communities, and we continue to seek opportunities to extend meaningful funding to impactful programs.



Bradford-Tioga Head Start, Inc.

Guthrie’s grant program awarded \$20,000 to Bradford-Tioga Head Start, Inc., for its work to elevate students’ academic, mental, and physical well-being through the arts. The non-profit Head Start program, which serves low-income families in Bradford and Tioga counties, hosts artist Mary Knysh as an “Artist in Residence” in its classrooms in partnership with the Bradford County Regional Arts Council. Knysh visits the classes monthly to incorporate music and movement into lessons and help teachers gain the skills and knowledge needed to continue implementing the arts in education.

SAFE

Supporting Area Families Everyday (SAFE) earned a \$7,500 grant from Guthrie’s Community Benefit Grant Program. SAFE helps parents navigate separation in an effort to support children’s mental health, prevent domestic violence, and mitigate the immediate and long-term impacts of parental conflict on children. It helps parents manage conflicts and crises, build stability, and reduce truancy. The organization also offers parenting classes and assists with safe custody exchanges and supervised visitations.

Dale’s Depot

Dale’s Depot is a Towanda-based organization dedicated to helping local children in foster care by bridging service gaps left by other programs. The organization provides necessities like school supplies, clothing, and shoes to children year-round, and it puts a unique focus on providing Christmas gifts for teenagers, who are often overlooked around the holidays. To further these efforts, the Community Benefit Grant Program awarded Dale’s Depot \$2,500.



Guthrie in the Community

Guthrie’s overarching mission of tirelessly working toward a healthier community is a commitment that’s shared by all of our caregivers. That mission often takes us beyond the walls of our health system to support important initiatives that directly elevate the well-being of our communities.

Stay current with all upcoming Guthrie events in our community at www.Guthrie.org.



Chamber Showcase

Guthrie was proud to be the admissions sponsor for the Cortland Area Chamber of Commerce Showcase. Caregivers from multiple Guthrie departments created an award-winning exhibit for the community to enjoy and shared health-related information and guidance at the event, promoting the “Guthrie Engage: Play an Active Role in Your Health” campaign.



Wineglass Marathon

We continued our sponsorship of the Guthrie Wineglass Marathon in Corning. From staffing the medical and stretcher tents to supporting runners’ awards, our caregivers enjoy being involved in one of the most popular events in the region. The marathon is designed to get people moving and to enhance health through running, aligning perfectly with Guthrie’s commitment to bettering community health.





Volunteerism

Many Guthrie caregivers volunteer their time and talents to support organizations and projects dedicated to helping those in need. In Cortland, for instance, Guthrie caregivers volunteered at the Cortland County Child Advocacy Center, where they sorted books for young victims of abuse and created pinwheels for the organization's annual Child Abuse Prevention Month campaign.



Celebration of Cultures

The Guthrie Diversity, Equity, and Inclusion Committee hosted a Celebration of Cultures at Sayre High School to encourage individuals to share, celebrate, support, and learn about the rich cultures that form one Guthrie – and one community. Caregivers and community members showcased their cultures with food, dance, song, music, talents, and more.



Pride Events

At Guthrie, we believe in high-quality health care for all. We are honored to support the LGBTQ+ community year-round, from holding Pride Month events to cultivating inclusive, safe environments in all Guthrie locations and care settings throughout the region.



Mental Health Awareness

The need for mental health support in our communities is growing, and we stand with those who often suffer in silence. Beyond our inpatient services, we remain committed to spreading awareness, advocacy, and hope to the community by sponsoring and participating in local walks, educational events, and social media campaigns like Chalk the Walk.

You aren't alone. If you or someone you know needs help, call 988 to reach the national 988 Suicide and Crisis Lifeline.



Southern Tier Heart Walk

Guthrie caregivers and their families and friends raised more than \$20,000 for the American Heart Association's Southern Tier Heart Walk in Binghamton. Heart disease and stroke are among the top five causes of death in the country, and money raised through the walk supports further education, research, training, and breakthroughs in cardiovascular health.

\$20,000

More than \$20,000 was raised for the American Heart Association's Southern Tier Heart Walk.



Holiday Food Drive

We know that a healthier life begins with a nutritious meal at home. Between Thanksgiving and Christmas, Guthrie caregivers collected nearly 1,500 pounds of food for community members in need, answering the call to combat food insecurity in our region.

1,500 lbs.

Nearly 1,500 pounds of food was collected for community members in need.



Advancing Guthrie: New Leaders & Roles in 2023

As part of our enduring mission to serve more communities and deliver exceptional care to every patient every time, Guthrie is proud to announce the appointment of vital new leaders in 2023. Each individual will help unify our health system, improve the caregiver experience, enhance the quality and delivery of care to our communities, and progress Guthrie toward our vision of being the region's leading health care partner.



Joseph Ronsivalle, DO
President, Guthrie Medical Group

In May 2023, Joseph Ronsivalle, DO, took the helm as President of the Guthrie Medical Group. An influential figure since 2016, Dr. Ronsivalle's transformative leadership as System Chair of Medical Imaging and Medical Director of Interventional Radiology stimulated significant growth, propelling the Interventional Radiology Department to the forefront of the region. As President, Dr. Ronsivalle will focus on quality care delivery and caregiver engagement, recruitment, and retention, building on his 15 years of leadership experience.



Frederick J. Bloom, Jr., MD
Chief Population Health Officer

Former President of the Guthrie Medical Group, Frederick J. Bloom, Jr., MD, became the first Chief Population Health Officer at The Guthrie Clinic in March 2023, a role that reflects Guthrie's vision to serve every community in the region and deliver care that has best-in-class clinical quality. An early pioneer of value-based care, Dr. Bloom will provide strategic direction on population health initiatives and value-based contracts and keep Guthrie on the leading edge of risk-based initiatives as the industry evolves.



Jon Rittenberger, MD, MS
Chief Medical Officer (Pennsylvania)

In October 2022, Jon Rittenberger, MD, MS, was named Chief Medical Officer for Guthrie hospitals in Pennsylvania – Guthrie Robert Packer Hospital in Sayre and Towanda and Guthrie Troy Community Hospital – and all entities under those hospital licensures. In this role, Dr. Rittenberger will oversee quality, safety, and patient experience throughout the hospitals. He will also continue to serve as the Emergency Medicine Residency Director of Research and care for patients in the ED.



Robert Krukltitis, MD, PhD, MBA
EVP, Chief Clinical Officer

At the beginning of 2023, Robert Krukltitis, MD, PhD, MBA, was appointed as Guthrie's first enterprise Executive Vice President, Chief Clinical Officer. With extensive experience that includes being Vice-Chair of Clinical Programs and Vice President of Transformation at Lehigh Valley Health System, Dr. Krukltitis will lead the conception and implementation of revolutionary clinical care models throughout the health system and all venues of care to further Guthrie's ongoing focus on high-value, safe patient care.



John F. Olmstead, MD, MBA, FACS
Chief Medical Officer (New York)

In February 2023, John F. Olmstead, MD, MBA, FACS, was named Chief Medical Officer for the New York region of The Guthrie Clinic's clinical operations. Since 2003, Dr. Olmstead has held several key positions in the health system, including on the Guthrie Health Surgical Council and as Section Chief of General Surgery and Chief Medical Officer at Guthrie Corning Hospital. As CMO, Dr. Olmstead will be pivotal in aligning statewide operations, enhancing community care, and supporting valuable growth. He will continue to oversee Guthrie Corning Hospital.

Putting Quality Care on the Map

Guthrie's Twin Tiers service area includes dozens of convenient facilities in both Pennsylvania and New York. Our network of hospitals and regional offices make finding quality care fast and easy.

1 Guthrie Robert Packer Hospital, Sayre

This 267-bed tertiary care referral center and teaching hospital on Guthrie's main campus is the regional leader in specialty care services and the region's only Level I trauma center.

2 Guthrie Cortland Medical Center

This 144-bed acute care facility with an attached 80-bed residential care facility has been meeting the lifelong health care needs of residents of Cortland and the surrounding communities for more than 125 years.

3 Guthrie Corning Hospital

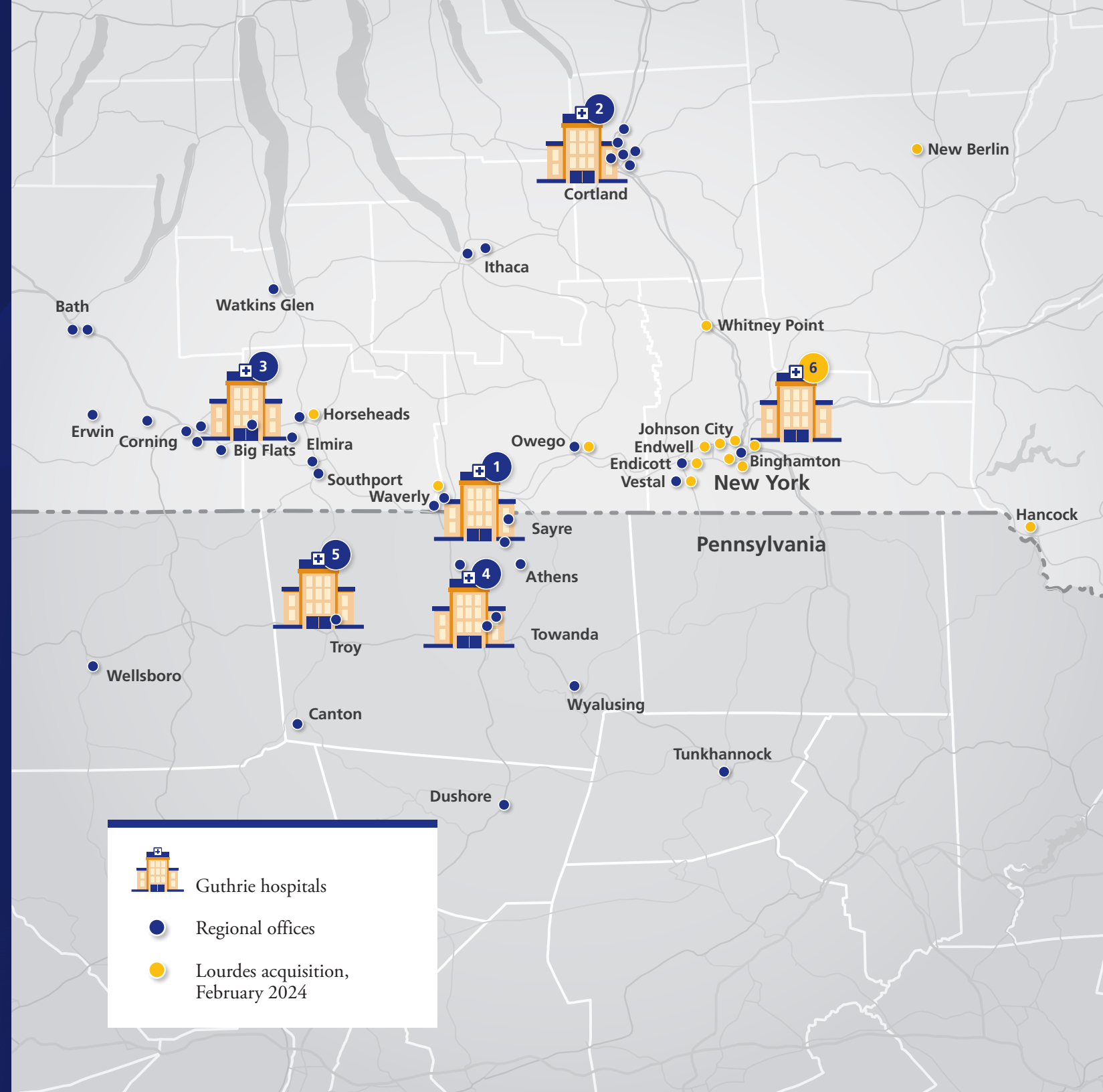
This 65-bed hospital and regional cancer center provides emergency, ICU, labor and delivery, and surgical care, plus inpatient and outpatient services including wound care, cardiology, medical imaging, and cancer care services.

5 Guthrie Troy Community Hospital

This 25-bed Critical Access Hospital is a Level IV trauma center. It offers many inpatient and outpatient services, including subacute and ventilator management programs.

4 Guthrie Robert Packer Hospital, Towanda

This facility is a satellite campus of Guthrie Robert Packer Hospital, located 17 miles south in Towanda, Pa. It serves Bradford and Sullivan counties and the surrounding communities. In addition to clinical services and the Newman W. Benson Acute Rehabilitation Unit, long-term care services are provided for patients within a skilled nursing unit and 94-bed personal care home.



Guthrie – By the Numbers

July 1, 2022, through June 30, 2023



Guthrie provides high-quality, accessible care to more people in our 12-county service area than any other health care provider.

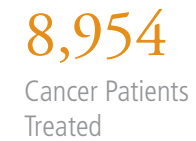
We make care more convenient:



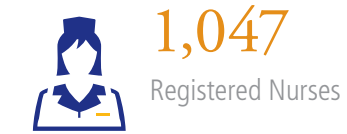
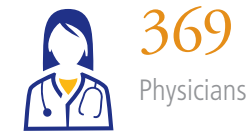
We help grow families:



We offer specialized care closer to our patients' homes:



We're employing and educating talented people, including:



Remembering a Guthrie Great: Lori Barnett



On May 24, 2023, the Guthrie community lost an incredible leader – Lori Barnett, MSN, President and Chief Operations Officer of Guthrie Troy Community Hospital. Barnett’s Guthrie journey began more than 20 years ago, launching a career that honored her commitment to health care and community.

Called to Lead

In 2000, Barnett joined Guthrie Troy Community Hospital as a per diem nursing assistant. She then ascended through pivotal roles, including registered nurse (2007), nurse manager (2008), Director of Nursing (2009), and Chief Nursing Officer (2011). In 2018, her undeniable leadership qualities led to her appointment as President and Chief Operations Officer of Guthrie Troy Community Hospital, which she embraced with distinction and grace. Her career trajectory is a testament to her exceptional talent.

Marked by Love

A native of Corry, Pennsylvania, Barnett’s life was marked by love, service, and an indomitable spirit. She shared nearly 20 years of marriage with her husband, Eric Barnett, and her zest for life was reflected in her hobbies, which

included skiing, biking, hiking, traveling, and gardening. An active member of First Baptist Church and the Mansfield Borough Council, Barnett’s influence extended well beyond her professional domain.

A Resonating Impact

Barnett leaves an immeasurable legacy of compassion, perseverance, and dedication that will continue to guide and inspire us. Though we mourn her loss deeply, we find solace in the indelible impact she left on her profession, our community’s health, and the lives she touched. She will always be part of Guthrie, and her impact will resonate within our community for generations to come. ■

ALL IN GUTHRIE

The most trusted partner for healthy, local communities.



For more information about Guthrie services and locations,
please visit www.Guthrie.org.



One Guthrie Square | Sayre, PA 18840